

| January 2020 Summary of Activities & Cases | |
|--|----|
| Amerigroup | 0 |
| Community Health Plan of WA | 1 |
| Coordinated Care | 0 |
| Madina Health Care | 0 |
| SCRBH (ASG)** | 0 |
| Other (ex. Past SCRBH43)** | 0 |
| Information/Referral Calls & Emails | 18 |
| Meetings with Providers/Caseholders | 9 |
| Meetings with Individuals | 2 |

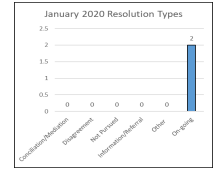
| January 2020 Resolution Types | |
|-------------------------------|----------|
| Conciliation/Mediation | 0 |
| Disagreement | 0 |
| Not Pursued | 0 |
| Information/Referral | 0 |
| Other | 0 |
| On-going | 2 |
| Total | 2 |

| January 2020 Summary of Activities & Cases | |
|--|----|
| Amerigroup | 0 |
| Community Health Plan of WA | 2 |
| Coordinated Care | 0 |
| Madina Health Care | 0 |
| SCRBH (ASG)** | 0 |
| Other (ex. Past SCRBH43)** | 0 |
| Information/Referral Calls & Emails | 18 |
| Meetings with Providers/Caseholders | 9 |
| Meetings with Individuals | 2 |

| January 2020 Resolution Types | |
|-------------------------------|----------|
| Conciliation/Mediation | 0 |
| Disagreement | 0 |
| Not Pursued | 0 |
| Information/Referral | 0 |
| Other | 0 |
| On-going | 2 |
| Total | 2 |

| January 2020 Grievance Types | |
|------------------------------------|----------|
| Access | 0 |
| Phone calls not returned | 0 |
| Physician, ARNP, Meds | 0 |
| Housing | 0 |
| Confidentiality Violation | 0 |
| Dignity & Respect | 1 |
| Services (Intensity/Not Available) | 0 |
| Residential | 0 |
| Transportation | 0 |
| Other rights violation | 0 |
| Quality/Appropriateness | 0 |
| Participation in Treatment | 0 |
| Financial & Admin Services | 0 |
| Emergency Services | 0 |
| Other | 0 |
| Total | 1 |

| January 2020 Grievance Types | |
|------------------------------------|----------|
| Access | 0 |
| Phone calls not returned | 0 |
| Physician, ARNP, Meds | 1 |
| Housing | 0 |
| Confidentiality Violation | 1 |
| Dignity & Respect | 1 |
| Services (Intensity/Not Available) | 0 |
| Residential | 0 |
| Transportation | 0 |
| Other rights violation | 0 |
| Quality/Appropriateness | 1 |
| Participation in Treatment | 0 |
| Financial & Admin Services | 0 |
| Emergency Services | 0 |
| Other | 0 |
| Total | 4 |



**SCRBH (ASG) - Spokane County Regional Behavioral Health (Administrative Services Organization)
 **SCRBH - Spokane County Regional Behavioral Health Organization

| Definitions of Grievance Types | |
|------------------------------------|---|
| Grievance Type | Definition |
| Access | Concerns about ability to receive intake appointments, access to outpatient and inpatient services, including timeliness of referrals and appointments. |
| Dignity & Respect | Issues regarding courtesy, tone of voice, language or other treatment seen as disrespectful. |
| Quality/Appropriateness | Issues regarding poor quality treatment or treatment errors. |
| Phone calls not returned | Calls not being returned in a timely manner. |
| Services (Intensity/Not Available) | Generally, issues in this category are actions. |
| Participation in Treatment | Issue regarding the individual feeling their voice is not being included in treatment planning or when a parent is dissatisfied with level of participation in their child's treatment. |
| Physicians, ARNPs & Medications | Issues with communication, scheduling or disagreement with specific medications between the individual and physician or ARNP. |
| Financial/Administrative Services | Generally, has to do with incorrect paperwork or billing issues. |
| Residential | Issues regarding services while in a residential treatment facility. |
| Housing | Issues related to the effectiveness in assisting individuals in obtaining or maintaining housing. |
| Transportation | Issues related to transportation. |
| Emergency Services | Grievances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis Stabilization, hospital/alternative programs and/or detention. |
| Violation of Confidentiality | Any issues regarding a information being inappropriately disclosed including name, diagnosis, treatment and/or providers. |
| Other Rights Violation | A violation of rights not covered in the other categories listed. This may include issues regarding interpreters, cultural differences and Advanced Directives. |
| Other | This category is used for other hard to categorize issues. |

| | |
|--|---|
| February 2020 Summary of Activities and Cases | |
| Amalgam | 0 |
| Community Health Plan of WA | 0 |
| Coordinated Care | 0 |
| Molina Health Care | 2 |
| SCRBH (ASO) | 0 |
| Other (ex. Past SCRBH)** | 0 |
| Information/Referral Calls & Emails | 9 |
| Meetings with Provider/Stakeholders | 9 |
| Meetings with Individuals | 2 |

| | |
|---------------------------------------|----------|
| February 2020 Resolution Types | |
| Consultation/Mediation | 0 |
| Disagreement | 0 |
| Not Pursued | 0 |
| Information/Referral | 0 |
| Other | 0 |
| On-going | 4 |
| Total | 4 |

| | |
|--|----|
| January - February 2020 Summary of Activities and Cases | |
| Amalgam | 0 |
| Community Health Plan of WA | 2 |
| Coordinated Care | 0 |
| Molina Health Care | 2 |
| SCRBH (ASO) | 0 |
| Other (ex. Past SCRBH)** | 0 |
| Information/Referral Calls & Emails | 27 |
| Meetings with Provider/Stakeholders | 18 |
| Meetings with Individuals | 4 |

| | |
|--------------------------------------|----------|
| January 2020 Resolution Types | |
| Consultation/Mediation | 0 |
| Disagreement | 0 |
| Not Pursued | 0 |
| Information/Referral | 0 |
| Other | 0 |
| On-going | 4 |
| Total | 4 |

| | |
|--------------------------------------|----------|
| February 2020 Grievance Types | |
| Access | 0 |
| Phone calls not returned | 0 |
| Physician, ARNP, Medic | 1 |
| Housing | 0 |
| Confidentiality Violation | 0 |
| Dignity & Respect | 2 |
| Services (Intensity/not available) | 0 |
| Residential | 0 |
| Transportation | 0 |
| Other rights violation | 0 |
| Quality/Appropriateness | 1 |
| Participation in Treatment | 0 |
| Financial & Admin Services | 0 |
| Emergency Services | 0 |
| Other | 1 |
| Total | 5 |

| | |
|--|----------|
| January - February 2020 Grievance Types | |
| Access | 0 |
| Phone calls not returned | 0 |
| Physician, ARNP, Medic | 2 |
| Housing | 0 |
| Confidentiality Violation | 1 |
| Dignity & Respect | 3 |
| Services (Intensity/not available) | 0 |
| Residential | 0 |
| Transportation | 0 |
| Other rights violation | 0 |
| Quality/Appropriateness | 2 |
| Participation in Treatment | 0 |
| Financial & Admin Services | 0 |
| Emergency Services | 0 |
| Other | 1 |
| Total | 9 |

**SCRBH (ASO) - Spokane County Regional Behavioral Health (Administrative Services Organization)
 **SCRBH - Spokane County Regional Behavioral Health Organization

| Grievance Type | Definition |
|--|---|
| Access | Concerns about ability to receive intake appointments, access to outpatient and inpatient services, including timeliness of referrals and appointments. |
| Dignity & Respect | Issues regarding courtesy, tone of voice, language or other treatment seen as disrespectful. |
| Quality/Appropriateness | Issues regarding poor quality treatment or treatment errors. |
| Phone calls not returned | Calls not being returned in a timely manner. |
| Services (Intensity/not available) | Generally, issues in this category are actions. |
| Participation in Treatment | Issue regarding the individual feeling their voice is not being included in treatment planning or when a parent is dissatisfied with level of participation in their child's treatment. |
| Physicians, ARNPs & Medications | Issues with communication, scheduling or disagreement with specific medications between the individual and physician or ARNP. |
| Financial/Administrative Services | Generally, has to do with incorrect paperwork or billing issues. |
| Residential | Issues regarding services while in a residential treatment facility. |
| Housing | Issues related to the effectiveness in assisting individuals in obtaining or maintaining housing. |
| Transportation | Issues related to transportation. |
| Emergency Services | Grievances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis Stabilization, hospital alternative programs and/or detentions. |
| Violation of Confidentiality | Any issues regarding a information being inappropriately disclosed including name, diagnosis, treatment and/or records. |
| Other Rights Violation | A violation of rights not covered in the other categories listed. This may include issues regarding interpreters, cultural differences and Advanced Directives. |
| Other | This category is used for other hard to categorize issues. |

| March 2020 Summary of Activities & Cases | |
|--|----|
| America's Cup | 0 |
| Community Health Plan of WA | 1 |
| Coordinated Care | 0 |
| Molina Health Care | 1 |
| SCRBH (ASO)** | 0 |
| Other (ex. Past SCRBHs)** | 0 |
| Informational/Referral Calls & Emails | 18 |
| Meetings with Providers/Staff/Providers | 9 |
| Meetings with Individuals | 4 |

| March 2020 Resolution Types | |
|-----------------------------|----------|
| Conciliation/Mediation | 1 |
| Disagreement | 0 |
| Not Pursued | 1 |
| Information/Referral | 0 |
| Other | 1 |
| Outgoing | 2 |
| Total | 6 |

| January - March 2020 Summary of Activities & Cases | |
|--|----|
| America's Cup | 0 |
| Community Health Plan of WA | 3 |
| Coordinated Care | 0 |
| Molina Health Care | 3 |
| SCRBH (ASO)** | 0 |
| Other (ex. Past SCRBHs)** | 0 |
| Informational/Referral Calls & Emails | 44 |
| Meetings with Providers/Staff/Providers | 27 |
| Meetings with Individuals | 8 |

| January - March 2020 Resolution Types | |
|---------------------------------------|--|
| Conciliation/Mediation | |
| Disagreement | |
| Not Pursued | |
| Information/Referral | |
| Other | |
| Outgoing | |
| Total | |

| March 2020 Grievance Types | |
|------------------------------------|----------|
| Access | 0 |
| Phone calls not returned | 0 |
| Physician, ARNP, Meds | 0 |
| Housing | 0 |
| Confidentiality Violation | 0 |
| Dignity & Respect | 1 |
| Services (intensity/not available) | 0 |
| Residential | 0 |
| Transportation | 0 |
| Other Rights Violation | 0 |
| Quality/Appropriateness | 1 |
| Participation in Treatment | 1 |
| Physician & Admin Services | 0 |
| Emergency Services | 0 |
| Other | 0 |
| Total | 4 |

| January - March 2020 Grievance Types | |
|--------------------------------------|-----------|
| Access | 0 |
| Phone calls not returned | 0 |
| Physician, ARNP, Meds | 2 |
| Housing | 0 |
| Confidentiality Violation | 1 |
| Dignity & Respect | 4 |
| Services (intensity/not available) | 1 |
| Residential | 0 |
| Transportation | 0 |
| Other Rights Violation | 0 |
| Quality/Appropriateness | 3 |
| Participation in Treatment | 1 |
| Financial & Admin Services | 0 |
| Emergency Services | 0 |
| Other | 1 |
| Total | 13 |

**SCRBH (ASO) - Spokane County Regional Behavioral Health (Administrative Services Organization)
 **SCRBH - Spokane County Regional Behavioral Health Organization

| Definitions of Grievance Types | |
|------------------------------------|---|
| Grievance Type | Definition |
| Access | Concerns about ability to receive intake appointments, access to outpatient and inpatient services, including timeliness of referrals and appointments. |
| Dignity & Respect | Issues regarding courtesy, tone of voice, language or other treatment seen as disrespect. |
| Quality/Appropriateness | Issues regarding poor quality treatment or treatment errors. |
| Phone calls not returned | Calls not being returned in a timely manner. |
| Services (intensity/not available) | Generally, issues in this category are actions. |
| Participation in Treatment | Issue regarding the individual feeling their voice is not being included in treatment planning or when a parent is dissatisfied with level of participation in their child's treatment. |
| Physicians, ARNPs & Medications | Issues with communication, scheduling or disagreement with specific medications between the individual and physician or ARNP. |
| Financial/Administrative Services | Generally, has to do with incorrect paperwork or billing issues. |
| Residential | Issues regarding services while in a residential treatment facility. |
| Housing | Issues related to the effectiveness in assisting individuals in obtaining or maintaining housing. |
| Transportation | Issues related to transportation. |
| Emergency Services | Grievances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis Stabilization, hospital alternative programs and/or detentions. |
| Violation of Confidentiality | Any issues regarding a information being inappropriately disclosed including: name, diagnosis, treatment and/or providers. |
| Other Rights Violation | A violation of rights not covered in the other categories listed. This may include issues regarding interpretation, cultural differences and Advanced Directives. |
| Other | This category is used for other hard to categorize issues. |

| April 2020 Summary of Activities & Cases | |
|--|----|
| Amalg/oup | 1 |
| Community Health Plan of WA | 0 |
| Coordinated Care | 0 |
| Molina Health Care | 0 |
| SCRBH (ASO) | 0 |
| Other (ex. Past SCRBH)** | 0 |
| Information/Referral Calls & Emails | 18 |
| Meetings with Providers/Stakeholders | 1 |
| Meetings with Individuals | 0 |

| April 2020 Resolution Types | |
|-----------------------------|----------|
| Conciliation/Mediation | 2 |
| Disagreement | 0 |
| Not Pursued | 2 |
| Information/Referral | 0 |
| Other | 0 |
| Ongoing | 2 |
| Total | 6 |

| January - April 2020 Summary of Activities & Cases | |
|--|----|
| Amalg/oup | 1 |
| Community Health Plan of WA | 4 |
| Coordinated Care | 0 |
| Molina Health Care | 3 |
| SCRBH (ASO) | 0 |
| Other (ex. Past SCRBH)** | 0 |
| Information/Referral Calls & Emails | 62 |
| Meetings with Providers/Stakeholders | 34 |
| Meetings with Individuals | 8 |

| January - April 2020 Resolution Types | |
|---------------------------------------|----------|
| Conciliation/Mediation | 3 |
| Disagreement | 0 |
| Not Pursued | 4 |
| Information/Referral | 0 |
| Other | 1 |
| Ongoing | 0 |
| Total | 8 |

| April 2020 Grievance Types | |
|------------------------------------|----------|
| Access | 0 |
| Phone calls not returned | 0 |
| Physician, ARNP, Meds | 2 |
| Housing | 0 |
| Confidentiality Violation | 0 |
| Dignity & Respect | 0 |
| Services (Intersity/not available) | 0 |
| Residential | 0 |
| Transportation | 0 |
| Other rights violation | 0 |
| Quality/Appropriateness | 0 |
| Participation in Treatment | 2 |
| Financial & Admin Services | 0 |
| Emergency Services | 0 |
| Other | 0 |
| Total | 4 |

| January - April 2020 Grievance Types | |
|--------------------------------------|-----------|
| Access | 0 |
| Phone calls not returned | 0 |
| Physician, ARNP, Meds | 4 |
| Housing | 0 |
| Confidentiality Violation | 0 |
| Dignity & Respect | 4 |
| Services (Intersity/not available) | 1 |
| Residential | 0 |
| Transportation | 0 |
| Other rights violation | 0 |
| Quality/Appropriateness | 3 |
| Participation in Treatment | 3 |
| Financial & Admin Services | 0 |
| Emergency Services | 0 |
| Other | 1 |
| Total | 17 |

**SCRBH (ASO) - Spokane County Regional Behavioral Health (Administrative Services Organization)
 **SCRBH - Spokane County Regional Behavioral Health Organization

| Grievance Type | Definition |
|--|---|
| Access | Concerns about ability to receive intake, appointments, access to outpatient and inpatient services, including timeliness of referrals and appointments. |
| Dignity & Respect | Issues regarding courtesy, tone of voice, language or other treatment seen as disrespectful. |
| Quality/Appropriateness | Issues regarding poor quality treatment or treatment errors. |
| Phone calls not returned | Calls not being returned in a timely manner. |
| Services (Intersity/not available) | Generally, issues in this category are actions. |
| Participation in Treatment | Issue regarding the individual feeling their voice is not being included in treatment planning or when a parent is dissatisfied with level of participation in their child's treatment. |
| Physicians, ARNPs & Medications | Issues with communication, scheduling or disagreement with specific medications between the individual and physician or ARNP. |
| Financial/Administrative Services | Generally, has to do with incorrect paperwork or billing issues. |
| Residential | Issues regarding services while in a residential treatment facility. |
| Housing | Issues related to the effectiveness in assisting individuals in obtaining or maintaining housing. |
| Transportation | Issues related to transportation. |
| Emergency Services | Grievances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis Stabilization, hospital alternative programs and/or detentions. |
| Violation of Confidentiality | Any issues regarding a information being inappropriately disclosed including name, diagnosis, treatment and/or providers. |
| Other Rights Violation | A violation of rights not covered in the other categories listed. This may include issues regarding interpreters, cultural differences and Advanced Directives. |
| Other | This category is used for other hard to categorize issues. |

| May 2020 Summary of Activities & Cases | |
|--|----|
| Amerigroup | 0 |
| Community Health Plan of WA | 1 |
| Coordinated Care | 0 |
| Molina Health Care | 1 |
| SCRBH (ASO)* | 0 |
| Other (ex. Past SCRBOH)** | 0 |
| Information/Referral Calls & Emails | 19 |
| Meetings with Providers/Stakeholders | 4 |
| Meetings with Individuals | 0 |

| May 2020 Resolution Types | |
|---------------------------|----------|
| Conciliation/Mediation | 0 |
| Disagreement | 0 |
| Not Pursued | 1 |
| Information/Referral | 0 |
| Other | 0 |
| On-going | 1 |
| Total | 2 |

| January - May 2020 Summary of Activities & Cases | |
|--|----|
| Amerigroup | 1 |
| Community Health Plan of WA | 5 |
| Coordinated Care | 0 |
| Molina Health Care | 4 |
| SCRBH (ASO)* | 0 |
| Other (ex. Past SCRBOH)** | 0 |
| Information/Referral Calls & Emails | 81 |
| Meetings with Providers/Stakeholders | 38 |
| Meetings with Individuals | 8 |

| January - May 2020 Resolution Types | |
|-------------------------------------|-----------|
| Conciliation/Mediation | 3 |
| Disagreement | 0 |
| Not Pursued | 4 |
| Information/Referral | 0 |
| Other | 1 |
| On-going | 3 |
| Total | 11 |

| May 2020 Grievance Types | |
|------------------------------------|----------|
| Access | 1 |
| Phone calls not returned | 0 |
| Physician, ARNP, Meds | 0 |
| Housing | 0 |
| Confidentiality Violation | 0 |
| Dignity & Respect | 1 |
| Services (intensity/not available) | 0 |
| Residential | 0 |
| Transportation | 0 |
| Other rights violation | 0 |
| Quality/Appropriateness | 1 |
| Participation in Treatment | 1 |
| Financial & Admin Services | 0 |
| Emergency Services | 0 |
| Other | 1 |
| Total | 5 |

| January -May 2020 Grievance Types | |
|------------------------------------|-----------|
| Access | 1 |
| Phone calls not returned | 0 |
| Physician, ARNP, Meds | 4 |
| Housing | 0 |
| Confidentiality Violation | 1 |
| Dignity & Respect | 5 |
| Services (intensity/not available) | 1 |
| Residential | 0 |
| Transportation | 0 |
| Other rights violation | 0 |
| Quality/Appropriateness | 4 |
| Participation in Treatment | 4 |
| Financial & Admin Services | 0 |
| Emergency Services | 0 |
| Other | 2 |
| Total | 22 |

*SCRBH (ASO) - Spokane County Regional Behavioral Health (Administrative Services Organization)
 **SCRBOH - Spokane County Regional Behavioral Health Organization

| Definitions of Grievance Types | |
|------------------------------------|---|
| Grievance Type | Definition |
| Access | Concerns about ability to receive intake appointments, access to outpatient and inpatient services, including timeliness of referrals and appointments. |
| Dignity & Respect | Issues regarding courtesy, tone of voice, language or other treatment seen as disrespect. |
| Quality/Appropriateness | Issues regarding poor quality treatment or treatment errors. |
| Phone calls not returned | Calls not being returned in a timely manner. |
| Services (intensity/not available) | Generally, issues in this category are actions. |
| Participation in Treatment | Issue regarding the individual feeling their voice is not being included in treatment planning or when a parent is dissatisfied with level of participation in their child's treatment. |
| Physicians, ARNP's & Medications | Issues with communication, scheduling or disagreement with specific medications between the individual and physician or ARNP. |
| Financial/Administrative Services | Generally, has to do with incorrect paperwork or billing issues. |
| Residential | Issues regarding services while in a residential treatment facility. |
| Housing | Issues related to the effectiveness in assisting individuals in obtaining or maintaining housing. |
| Transportation | Issues related to transportation. |
| Emergency Services | Grievances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis Stabilization, hospital alternative programs and/or detentions. |
| Violation of Confidentiality | Any issues regarding a information being inappropriately disclosed, including: name, diagnosis, treatment and/or providers. |
| Other Rights Violation | A violation of rights not covered in the other categories listed. This may include issues regarding interpreters, cultural differences and Advanced Directives. |
| Other | This category is used for other hard to categorize issues. |

| June 2020 Summary of Activities & Cases | |
|---|----|
| Amerigroup | 0 |
| Community Health Plan of WA | 1 |
| Coordinated Care | 0 |
| Molina Health Care | 1 |
| SCRBH (ASO)* | 0 |
| Other (ex. Past SCRBOH)** | 0 |
| Information/Referral Calls & Emails | 21 |
| Meetings with Providers/Stakeholders | 4 |
| Meetings with Individuals | 0 |

| June 2020 Resolution Types | |
|----------------------------|----------|
| Conciliation/Mediation | 0 |
| Disagreement | 1 |
| Not Pursued | 0 |
| Information/Referral | 0 |
| Other | 0 |
| On-going | 1 |
| Total | 2 |

| January - June 2020 Summary of Activities & Cases | |
|---|-----|
| Amerigroup | 1 |
| Community Health Plan of WA | 6 |
| Coordinated Care | 0 |
| Molina Health Care | 5 |
| SCRBH (ASO)* | 0 |
| Other (ex. Past SCRBOH)** | 0 |
| Information/Referral Calls & Emails | 102 |
| Meetings with Providers/Stakeholders | 38 |
| Meetings with Individuals | 8 |

| January - June 2020 Resolution Types | |
|--------------------------------------|-----------|
| Conciliation/Mediation | 4 |
| Disagreement | 0 |
| Not Pursued | 4 |
| Information/Referral | 0 |
| Other | 1 |
| On-going | 2 |
| Total | 11 |

| June 2020 Grievance Types | |
|------------------------------------|----------|
| Access | 0 |
| Phone calls not returned | 0 |
| Physician, ARNP, Meds | 1 |
| Housing | 0 |
| Confidentiality Violation | 0 |
| Dignity & Respect | 2 |
| Services (intensity/not available) | 0 |
| Residential | 0 |
| Transportation | 0 |
| Other rights violation | 0 |
| Quality/Appropriateness | 0 |
| Participation in Treatment | 2 |
| Financial & Admin Services | 0 |
| Emergency Services | 0 |
| Other | 0 |
| Total | 5 |

| January - June 2020 Grievance Types | |
|-------------------------------------|-----------|
| Access | 1 |
| Phone calls not returned | 0 |
| Physician, ARNP, Meds | 4 |
| Housing | 0 |
| Confidentiality Violation | 1 |
| Dignity & Respect | 7 |
| Services (intensity/not available) | 1 |
| Residential | 0 |
| Transportation | 0 |
| Other rights violation | 0 |
| Quality/Appropriateness | 4 |
| Participation in Treatment | 6 |
| Financial & Admin Services | 0 |
| Emergency Services | 0 |
| Other | 2 |
| Total | 26 |

*SCRBH (ASO) - Spokane County Regional Behavioral Health (Administrative Services Organization)
 **SCRBOH - Spokane County Regional Behavioral Health Organization

| Definitions of Grievance Types | |
|--|--|
| Grievance Type | Definition |
| Access | Concerns about ability to receive intake appointments, access to outpatient and inpatient services. |
| Dignity & Respect | Issues regarding courtesy, tone of voice, language or other treatment seen as disrespect. |
| Quality/Appropriateness | Issues regarding poor quality treatment or treatment errors. |
| Phone calls not returned | Calls not being returned in a timely manner. |
| Services (intensity/not available) | Generally, issues in this category are actions. |
| Participation in Treatment | Issue regarding the individual feeling their voice is not being included in treatment planning or when a |
| Physicians, ARNPs & Medications | Issues with communication, scheduling or disagreement with specific medications between the |
| Financial/Administrative Services | Generally, has to do with incorrect paperwork or billing issues. |
| Residential | Issues regarding services while in a residential treatment facility. |
| Housing | Issues related to the effectiveness in assisting individuals in obtaining or maintaining housing. |
| Transportation | Issues related to transportation. |
| Emergency Services | Grievances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis |
| Violation of Confidentiality | Any issues regarding a information being inappropriately disclosed, including, name, diagnosis, |
| Other Rights Violation | A violation of rights not covered in the other categories listed. This may include issues regarding |
| Other | This category is used for other hard to categorize issues. |

Spokane County Regional Service Area Ombuds Report

Month/Year: July 2020

Spokane County Regional Service Area Ombuds Report

Month/Year: May 2020

| July 2020 Summary of Activities & Cases | |
|---|-----------|
| Amalgamap | 1 |
| Community Health Plan of WA | 0 |
| Coordinated Care | 0 |
| Molina Health Care | 2 |
| SCRIB (ASO)** | 0 |
| Other (ex. Past SCRIB(AO)**) | 1 |
| Information/Referral Calls & Emails | 22 |
| Meetings with Providers/Caseholders | 4 |
| Meetings with Individuals | 0 |
| Total | 13 |

| July 2020 Grievance Types | |
|------------------------------------|-----------|
| Access | 0 |
| Phone calls not returned | 0 |
| Physician, ARNP, Meds | 0 |
| Housing | 1 |
| Confidentiality Violation | 1 |
| Dignity & Respect | 1 |
| Services (Intensity/Not available) | 0 |
| Residential | 0 |
| Transportation | 0 |
| Other rights violation | 0 |
| Quality/Appropriateness | 0 |
| Participation in Treatment | 4 |
| Financial & Admin Services | 0 |
| Emergency Services | 0 |
| Other | 2 |
| Total | 13 |

| July 2020 Resolution Types | |
|----------------------------|----------|
| Conciliation/Mediation | 1 |
| Disagreement | 1 |
| Not Pursued | 0 |
| Information/Referral | 0 |
| Other | 0 |
| On-going | 5 |
| Total | 7 |

| January - July 2020 Summary of Activities & Cases | |
|---|-----|
| Amalgamap | 2 |
| Community Health Plan of WA | 7 |
| Coordinated Care | 0 |
| Molina Health Care | 7 |
| SCRIB (ASO)** | 0 |
| Other (ex. Past SCRIB(AO)**) | 1 |
| Information/Referral Calls & Emails | 142 |
| Meetings with Providers/Caseholders | 38 |
| Meetings with Individuals | 8 |

| January - July 2020 Resolution Types | |
|--------------------------------------|-----------|
| Conciliation/Mediation | 4 |
| Disagreement | 1 |
| Not Pursued | 2 |
| Information/Referral | 0 |
| Other | 1 |
| On-going | 6 |
| Total | 20 |

| January - July 2020 Grievance Types | |
|-------------------------------------|-----------|
| Access | 2 |
| Phone calls not returned | 2 |
| Physician, ARNP, Meds | 5 |
| Housing | 1 |
| Confidentiality Violation | 3 |
| Dignity & Respect | 10 |
| Services (Intensity/Not available) | 1 |
| Residential | 0 |
| Transportation | 0 |
| Other rights violation | 0 |
| Quality/Appropriateness | 4 |
| Participation in Treatment | 10 |
| Financial & Admin Services | 0 |
| Emergency Services | 0 |
| Other | 4 |
| Total | 40 |

**SCRIB (ASO) - Spokane County Regional Behavioral Health (Administrative Services Organization)

**SCRIB(AO) - Spokane County Regional Behavioral Health Organization

| Grievance Type | Definition |
|--|---|
| Access | Concerns about ability to receive intake appointments, access to outpatient and inpatient services. |
| Dignity & Respect | Issues regarding courtesy, tone of voice, language or other treatment seen as disrespectful. |
| Quality/Appropriateness | Issues regarding poor quality treatment or treatment errors. |
| Phone calls not returned | Calls not being returned in a timely manner. |
| Services (Intensity/Not available) | Generally, issues in this category are actions. |
| Participation in Treatment | Issues regarding the individual feeling their voice is not being included in treatment planning or when a |
| Physicians, ARNPs & Medications | Issues with communication, scheduling or disagreement with specific medications between the |
| Financial/Administrative Services | Generally, how to do with incorrect charges/bills or billing issues. |
| Residential | Issues regarding services while in a residential treatment facility. |
| Housing | Issues related to the effectiveness in assisting individuals in obtaining or maintaining housing. |
| Transportation | Issues related to transportation. |
| Emergency Services | Grievances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis |
| Violation of Confidentiality | Any issues regarding a information being inappropriately disclosed including name, diagnosis, |
| Other Rights Violation | A violation of rights not covered in the other categories listed. This may include issues regarding, |
| Other | This category is used for other hard to categorize issues. |

| August 2020 Summary of Activities & Cases | |
|---|----|
| Amnistrup | 1 |
| Community Health Plan of WA | 0 |
| Coordinated Care | 0 |
| Alaska Health Care | 1 |
| CRSBA (ASO) | 0 |
| Other (ex. Past SCRBA/ASO) | 0 |
| Information/Referral Calls & Emails | 23 |
| Meetings with Providers/Stateholders | 4 |
| Meetings with Individuals | 0 |

| August 2020 Resolution Types | |
|------------------------------|----------|
| Conciliation/Mediation | 3 |
| Disagreement | 0 |
| Not Pursued | 0 |
| Information/Referral | 1 |
| Other | 4 |
| Total | 8 |

| January - August 2020 Summary of Activities & Cases | |
|---|-----|
| Amnistrup | 1 |
| Community Health Plan of WA | 6 |
| Coordinated Care | 0 |
| Alaska Health Care | 2 |
| CRSBA (ASO) | 0 |
| Other (ex. Past SCRBA/ASO) | 0 |
| Information/Referral Calls & Emails | 163 |
| Meetings with Providers/Stateholders | 38 |
| Meetings with Individuals | 8 |

| January - August 2020 Resolution Types | |
|--|-----------|
| Conciliation/Mediation | 4 |
| Disagreement | 0 |
| Not Pursued | 0 |
| Information/Referral | 0 |
| Other | 3 |
| Cases | 7 |
| Total | 11 |

| August 2020 Grievance Types | |
|------------------------------------|----------|
| Access | 0 |
| Phone calls not returned | 0 |
| Physician, ARNP, Meds | 2 |
| Housing | 1 |
| Confidentiality Violation | 0 |
| Dignity & Respect | 1 |
| Services (Intensely/Not available) | 0 |
| Residential | 0 |
| Transportation | 0 |
| Other rights violation | 0 |
| Quality/Appropriateness | 0 |
| Participation in Treatment | 0 |
| Physician & Admin Services | 0 |
| Emergency Services | 0 |
| Other | 0 |
| Total | 5 |

| January - August 2020 Grievance Types | |
|---------------------------------------|-----------|
| Access | 2 |
| Phone calls not returned | 0 |
| Physician, ARNP, Meds | 1 |
| Housing | 2 |
| Confidentiality Violation | 2 |
| Dignity & Respect | 10 |
| Services (Intensely/Not available) | 1 |
| Residential | 0 |
| Transportation | 0 |
| Other rights violation | 0 |
| Quality/Appropriateness | 4 |
| Participation in Treatment | 11 |
| Physician & Admin Services | 0 |
| Emergency Services | 0 |
| Other | 5 |
| Total | 45 |

*SCRBAH (ASO) - Spokane County Regional Behavioral Health (Administrative Services Organization)
 **SCRBAH - Spokane County Regional Behavioral Health Organization

| Definitions of Grievance Types | |
|--|---|
| Access | Definition: concerns about ability to receive intake appointments, access to outpatient and inpatient services. |
| Dignity & Respect | Issues regarding courtesy, tone of voice, language or other treatment seen as disrespectful. |
| Quality/Appropriateness | Issues regarding poor quality treatment or treatment errors. |
| Phone calls not returned | Calls not being returned in a timely manner. |
| Services (Intensely/Not available) | Generally, issues in this category are actions. |
| Participation in Treatment | Issues regarding the individual feeling their voice is not being included in treatment planning or when a |
| Physicians, ARNPs & Medications | Issues with communication, scheduling or disagreement with specific medications between the |
| Residential/Administrative Services | Generally, issues to do with rooming paperwork or billing issues. |
| Residential | Issues regarding services while in a residential treatment facility. |
| Housing | Issues related to the effectiveness in assisting individuals in obtaining or maintaining housing. |
| Transportation | Issues related to transportation. |
| Emergency Services | Grievances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis |
| Violations of Confidentiality | Any issue regarding information being inappropriately disclosed includes name, diagnosis. |
| Other Rights Violation | A violation of rights not covered in the other categories listed. This may include issues regarding |
| Other | This category is used for other hard to categorize issues. |

| Grievances by Month | 2019 | 2020 |
|---------------------|-----------|-----------|
| January | 6 | 2 |
| February | 7 | 2 |
| March | 6 | 2 |
| April | 5 | 2 |
| May | 4 | 2 |
| June | 7 | 2 |
| July | 6 | 5 |
| August | 4 | 2 |
| September | 3 | |
| October | 4 | |
| November | 4 | |
| December | 4 | |
| Total | 60 | 19 |

| January 2020 Summ of Activities & Cases | 2019 | 2020 |
|---|------|------|
| Amerigroup | 7 | |
| Community Health Plan of WA | 13 | |
| Coordinated Care | 0 | |
| Molina Health Care | 33 | |
| SCRBH (ASO)* | 2 | |
| Other (ex. Past SCRBO)** | 5 | |
| Information/Referral Calls & Emails | 221 | |
| Meetings with Providers/Stakeholders | 67 | |
| Meetings with Individuals | 46 | |